

City of Chattanooga, TN
Personnel Class Specification

Class code 0155

FLSA: Exempt

**CLASSIFICATION TITLE: NEIGHBORHOOD RELATIONS
COORDINATOR**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to develop the capacity of neighborhood associations to work effectively with City government services/programs and other support agencies/institutions, to include implementing the neighborhood's long term plans for revitalization and improvement, and assisting associations in developing comprehensive strategies for creating revitalized and sustainable communities by addressing issues such as blight, crime and safety, housing, traffic, and cultural and economic development.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Provides direction, training, and assistance to interns, employees, or other workers; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations.

Assists neighborhood residents in developing strategies that lead to effective change while maintaining diversity/mixed use; evaluates capacity of a neighborhood organization and determines most effective strategies to build/enhance capacity; determines when a neighborhood is ready to begin comprehensive strategies to address long term goals; assists neighborhood group in determining measurable goals and strategies to reach goals.

Provides organizational and staff support to neighborhood associations; drafts by-laws and mission statements; facilitates organizational meetings; assists with incorporation procedures; advises members on legal, policy, and technical issues; works with residents to identify and build partnerships in the community; assists neighborhoods in identifying and mobilizing individual and community assets; serves as representative on community boards.

Provides resource referral services to citizens regarding neighborhood, zoning, and housing issues; provides information to financial institutions, realtors, rental agencies, and the general public on fair housing laws, policies, and procedures.

Provides training to neighborhood associations and residents; trains associations in organizational development and in drafting of by-laws and mission statements; trains association leaders on the nominal group process of gathering collective information; educates residents on the value of long term planning in relation to zoning, land use, vision, and related issues; provides technical assistance and training in budget and funding development.

Coordinates neighborhood projects which require assistance and expertise from various departments of local government; assists with development of conferences, programs, and other departmental events which provide capacity building for neighborhoods.

Serves as public information officer for the department, which may include preparing press releases, coordinating briefings and press conferences, serving as liaison to the news media, writing newsletter articles, or taking photographs at community functions and events; operates digital camera and scanner to create photographic records in computer database.

Oversees special projects requiring interdepartmental coordination; coordinates development of the annual budget and annual report; coordinates planning of special events and functions; facilitates training workshops and neighborhood planning charrettes.

Researches effective strategies, models, and success stories to share with local neighborhood and City leaders; researches laws and public policy issues relating to neighborhoods, including issues pertaining to planning, zoning, fair housing, and the environment; develops program and policy recommendations; writes policy papers.

Creates effective educational, promotional, and public relations materials and publications, such as surveys, graphs, charts, maps, articles, and case studies; maintains adequate inventory levels of materials.

Performs various administrative duties for the department; performs administrative and project management duties; coordinates and facilitates meetings; drafts correspondence and reports; processes administrative forms and records.

Prepares or completes various forms, reports, correspondence, newsletters, brochures, surveys, graphs, charts, maps, articles, case studies, directories, training manuals, grant proposals, presentations, or other documents.

Receives various forms, reports, correspondence, neighborhood master plans, news articles, maps, graphs, charts, photographs, architectural/engineering drawings, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, desktop publishing, presentation, or other programs; maintains database of contacts; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Establishes and maintains a library of resource information on neighborhood and housing issues and policies.

Communicates with supervisor, employees, interns, other departments, city officials, government leaders, technical experts, consultants, neighborhood associations, community leaders, residents, the public, vendors, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Provides education and information to the community; gives speeches and presentations; prepares/distributes educational materials; attends meetings and serves on various committees as needed.

Maintains a comprehensive, current knowledge of laws, regulations, policies, and principles pertaining to community planning, housing, and neighborhood issues; maintains an awareness of new trends and advances in the profession; reads professional literature; attends workshops, seminars, conferences, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general clerical tasks, which may include answering telephone calls, typing documents, copying documentation, sending/receiving faxes, processing incoming/outgoing mail, filing documents/records, creating displays, or maintaining inventory of brochures and resource materials.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Urban Planning, Public Administration, Humanities, Sociology, Communications, or closely related field; supplemented by two (2) years previous experience and/or training involving neighborhood relations, coordination of neighborhood resources, community services work, public relations, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.